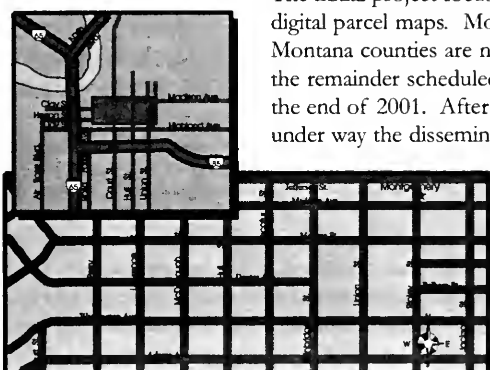
JULY 2000

ISD News & Views

A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

The Montana Cadastral Project

Cadastral is defined by Webster's dictionary as "showing or recording property boundaries, subdivision lines, buildings, and related details." The Montana Cadastral Project began in 1996 with the purpose of creating, maintaining, and disseminating digital land ownership maps, and related information, for all of Montana. The project is a public-private sector endeavor with a number of participating organizations to date, including: Montana Departments of Administration, Revenue, Natural Resources and Conservation, Transportation, Fish Wildlife and Parks; U.S. Bureau of Land Management; Montana Power Company; Burlington Northern Santa Fe; MonDak Gas; and American Public Land Exchange Company. The project is managed by Information Services Division, Department of Administration.



1994 MAGELLAN GeographixSM Santa Barbara CA (800) 929-4MAP

The initial project focus was on creating digital parcel maps. More than half of Montana counties are now mapped, with the remainder scheduled for completion by the end of 2001. After mapping was well under way the dissemination phase began. The Web was determined to be the best medium for distributing available cadastral information. The cadastral website has been developed on the principles of quick access, easy use, and utility to a wide variety of public interests and not just to mapping specialists. State personnel will find many uses for the website in the natural and social sciences.

The site address is **http://gis.doa.state.mt.us**. At present, about 12 counties are represented on the site, with an additional 12 counties to come online soon. Parcels can be identified by clicking on maps (PARCELS BY MAP) or by typing in owner name (PARCELS BY OWNER). Tables list parcel information such as owner name, address, property address, levy and school districts, taxable value, land type and use, access, utilities, and acreage or dimensions. Some potential enhancements to the website, pending user interest and support, include:

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- type in address to find parcels
- display parcel improvements (house) information
- click on a parcel, road, or stream to find bordering parcel info
- find parcels by characteristics, such as value, structure age, number of bedrooms select parcels within a given search distance

Raw data (in ARC/INFO export or shapefile format) is available at **ftp://gis.doa.state.mt.us**.

Please visit and use the website. Don't forget to send suggestions, comments, or questions via the Web (feedback page). You can also contact Craig Bacino of GIS Services at 444-9757, Outlook or email at cbacino@state.mt.us.

SABHRS - Twenty Five Queries Available – Courtesy of the Legislative Audit Division

"It's been a long time coming but the end is in sight," said Lorry Parriman, Audit Manager for the Legislative Audit Division (LAD). For the past year, Lorry has served as project manager for what's become known as the LAD SABHRS Project.

Why is this project so important? Besides meeting the LAD's standard reporting needs, the 25 queries are available to all state agencies. (The navigation path is Start – PeopleTools – Query. Query names begin with "MTGLL_")

The architecture for this project is unique. Every Sunday night via a batch process, a "COMBO" table specifically built for this project is populated with journal header, journal line and vendor data from three different PeopleSoft tables. By "pre-joining" these tables, the COMBO table insulates these queries from the production database and provides a faster, more efficient data source for standard reports and ad hoc reporting by LAD and other agencies.

What are Lorry's favorite queries? "Each has its purpose but the High Dollar Expenditure and High Dollar Revenue Reports are interesting," said Lorry. Users can define parameters like dates, business units, and minimum dollar values, and view transactions that meet these criteria. "Agencies may also find the Revenue Abatement and Expenditure Abatement reports helpful," said Lorry. Abatements must meet certain criteria. These queries will assist agencies in identifying abatement transactions for review. Explanations of the content of each query are available from Paulette Longmire of the SABHRS Support Bureau at 444-5700.

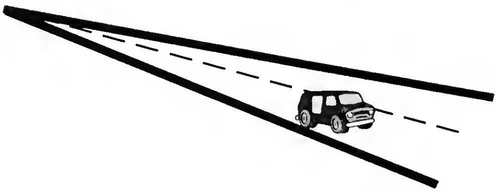
What about next steps? Lorry highlights three action items. First, the LAD, in conjunction with the Reporting Coordinators Committee, plans to host an "open house" to brief agencies' Reporting Coordinators. "I have a feeling that agencies may be developing reporting tools that may already be available," according to Lorry. "We need to communicate with one another to make sure we're using already available tools."

Second, the Crystal Report formats for these queries reside on LAD's shared drive. "At some point, we may work with SABHRS to migrate these templates to production," said Lorry. Crystal Reports is a formatting tool that improves the "look" of the data.

"Finally, as a staff, we plan to use PeopleSoft's ad hoc query capability against the COMBO table. LAD staff receive numerous inquiries from legislators and need quick access to respond to unique informational needs," said Lorry.

With the end of the project in sight, some people deserve recognition. KPMG deserves credit. "As we each learned more about the system, KPMG staff willingly accommodated our design changes." Lorry also singled out the Legislative Services and SABHRS staff. "Without their guidance and assistance, the project would not have succeeded," said Lorry.

For more information on these queries, contact Lorry Parriman of the Legislative Audit Division at 444-3122, Outlook or email at lparriman@state.mt.us.



Legalization of Digital Signatures

In November of last year, Congress passed two bills that could make digital signatures just as binding as a signature on a piece of paper. California, Utah, and Washington have all passed laws to make digital signatures legally binding on some legal documents.

What is a digital signature? A digital signature is an electronic mathematical algorithm that can be attached to an electronic document that identifies an individual. A digital signature is a convenient, time-saving, and secure way of signing electronic documents.

It's a simple process and may vary slightly in the software you use, but your digital signature software does all the work. You select the signature option, then select the document, and finally enter your secret Authorization Code. Everything is accomplished electronically; you do not take a pen in hand and sign a paper.

Digital signatures are provided by a third party, known as a Certificate Authority, with whom you have registered. It is provided as an electronic file that works in conjunction with your software.

When you use your digital signature software, you create a matched pair of keys. One is the "private" key, which is installed on your computer. The private key is used only by you and is required during the signing process. The second key is the "public" key. The public key is available for use by anyone wishing to authenticate documents you sign. The public key will "read" the digital signature created by the private key and verify the authenticity of documents created with it. It would be similar to the process of accessing a safety deposit box. Your key must work with the bank's key before opening the box.

Will digital signatures replace the need for a notary to verify a signature on a legal document? Some say it will. Security for keeping the keys, however, will have to be increased before people will accept this form of signing, but the experts predict that many documents will be legally signed with a digital signature in the near future.

For more information regarding digital signatures, contact Lynne Pizzini, Network Security Officer at 444-4510, Outlook or email at lpizzini@state.mt.us.

Calendar of Events

July

12 Information Technology Advisory Council (ITAC), 8:30-Noon, Rm 111, Metcalf Bldg.

August

2 Information Technology Managers Council (ITMC), 8:30-10:30 am Rm 111, Metcalf Bldg.

23 Information Technology Advisory Council (ITAC), 8:30-Noon, Rm 111, Metcalf Bldg.

Billing Systems Updates

CIMS Computing Billing System Delayed

ISD has pushed back implementation on the new CIMS Computing Billing System. Production data will be collected in September, and the first new invoices will be issued in October.

ISD will host two agency information sessions in September to demonstrate the differences between the new invoices and the old invoices and other changes. The sessions are geared for the financial staff in each agency responsible for paying the computing invoice.

Some changes to watch for under the new system are:

- The TSO discount time has changed. It now corresponds to the batch processing discount time of 5:30 p.m. to 7:30 a.m.
- The TSO discount percentage has increased to 67% from 50%
- There will no longer be a charge for tape mounts

TRU Server Telemanagement System Delayed

The TRU Server system production date has also been delayed. The months of July and August will be parallel testing months, with September being our first full production month. The first Telecommunications Monthly Invoice will be issued from TRU Server in early October.

The additional time will allow for more extensive testing of the daily and monthly processes and further development of the Meridian Interface. The Meridian Interface will reconcile inventory billing against the 36 Meridian PBX's on the state network.

Each of our PBX's will be polled regularly to make sure that we are billing our users accurately as far as telephone set type and features. The information gained from the switches will also be used in the work order process to eliminate time spent on making prints. In the future, our work order system may truly become the "single point of entry" as the Meridian Interface can be used to make feature changes and activate/deactivate ports in the PBX.

Agency information sessions will be held in September. The sessions will cover the monthly telecommunications billing statement as well as other management reports and summaries available from TRU Server. The TRU Server project manager will be on hand to highlight important changes in voice and data network services billing.

TRU Server/Crystal Reports Training

The following training is being sponsored by ISD for state and university telecom personnel who will be using Crystal Reports to pull information from TRU Server, however, the training is general in nature and can be applied to any Oracle database. Upon completion of training, the user will be able to perform queries to generate custom reports. The training will be offered in two classes:

August 14-15, Crystal Reports: Introduction (for general users)

August 16-18, Crystal Reports: Intro/ Advanced Combination (for IT-oriented or advanced users)

For more information, see the HCT training calendar in this issue of *ISD News & Views.*

(Note: this training is more generic to Crystal Reports and is not application specific like the PeopleSoft/Crystal training.)

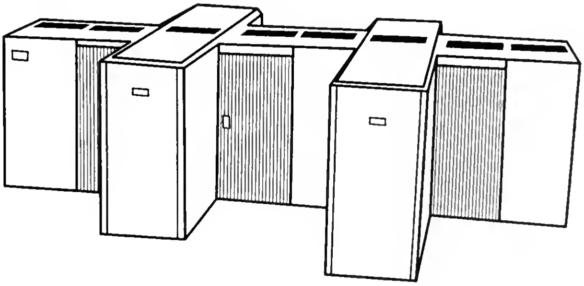
For more information on these two projects, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or email at wwheeler@state.mt.us.

DHCP (Dynamic Host Configuration Protocol) Implementation

Dynamic Host Configuration Protocol (DHCP) is software that automatically assigns IP addresses to client workstations logging onto a TCP/IP network. It eliminates having to manually assign permanent IP addresses as well as other parameters such as WINS (Windows Internet Naming Service) and DNS (Domain Name Service).

ISD recently implemented two DHCP servers to accommodate this software program. These servers are available for any agency to use for DHCP implementation. These servers maintain DHCP, DNS, and WINS making it easier for workstations to get parameters and information from one central location.

For more information regarding DHCP, contact Lynne Pizzini, Network Security Officer at 444-4510, Outlook or email at lpizzini@state.mt.us or Leo Rogge, Protocol Management Specialist at 444-4502, Outlook or email at lrogge@state.mt.us.



New Midtier Development Server

Information Systems Division has purchased an IBM RS/6000 S7A for use as a shared Oracle database server for development projects. It will replace the IBM RS/6000 F50 that is now provided for customers to support their databases. The F50 does not have the capacity to properly support the ongoing development projects, and S7A will provide the same power as the shared production Oracle database server. The server is expected to be available about the end of June. ISD will coordinate the implementation of this new server with agencies.

For more information on the new server, contact Tom Buchholz at 444-2904, Outlook or email at tbuchholz@state.mt.us.

MVS/QuickRef – Instant Information

MVS/QuickRef is a "pop-up" reference tool that allows users to access reference information from most panels in ISPF. Information available includes error message and abend code explanations, programming language syntax, IBM utilities, JCL syntax, custom information added by ISD, and much more.

You can display the MVS/QuickRef Main Menu by entering =U.Q on an ISPF command line. Also, there are several other access methods that utilize the "pop-up" feature of QuickRef. First, entering QW from the command line will display the main menu. Second, and a little faster, is entering QW *item* where *item* is the message number, abend code, JCL statement, etc. that you wish to reference. Third, and even faster, is to define 'QW' to a PF Key. Then, you can position your cursor to the item you wish to reference (for example, a message number or abend code that is displayed anywhere on your screen) and hit the defined PF key. If you don't have a spare PF key you can just type QW on the command line, position the cursor on the item, and hit enter to accomplish the same task.

The QuickRef panel will pop up over your ISPF display whenever you access QuickRef with the QW, QW *item*, or PF key methods. PF3 or PF4 will take you out of QuickRef and back to your original ISPF display. PF3 backs you out one QuickRef panel at a time. PF4 does an immediate escape from each "layer" of QuickRef (You can reference items from within a QuickRef definition. Each time you reference an item within an item, it is a new "layer".)

If you have only referenced an item from your ISPF display, PF4 will take you immediately back to that display.

To search for an item through the opening QuickRef menu you can select the option "Request Reference Information", hit enter, and then supply any or all of the following: vendor name, product name, release number, and/or item. If you supply only a vendor name, you will receive a list of all products supplied by that vendor. From that list you can select the product you are interested in and can look for it. If you know the item you could just supply the item name, leaving the other fields blank.

It is much easier to access the information through the quick-path methods mentioned above (QW *item*, PF key). But if you need to tailor your search or you are not quite sure of the format or spelling of the item you are referencing, the opening menu method is very helpful.

ISD has added some information to the QuickRef databases which is either specific to the State of Montana Enterprise Server customers or gives an extended explanation of common error occurrences. To access this information enter QuickRef using =U.Q and select option 'L'. On the next panel enter 'ISD' in the "Vendor" field and hit enter. This will give you a list of the extended help items that are available. If you enter 'ISDINFO' in the "Vendor" field you will receive a list of items that explain different products or services offered by ISD. If you know the item you are referencing (for example, 'COBOL' or error message code 'IEC131I') you can access the information by entering "QW COBOL" or "QW IEC131I" on any ISPF command line.

If you would like more detailed information regarding QuickRef, call Tim Hoy, Information Services Division, 444-0779, Outlook or email at thoy@state.mt.us; or Bill Ramsay, Information Services Division, 444-2902, Outlook or email at bramsay@state.mt.us. There is also an ISD item in QuickRef called "README" to explain invoking QuickRef and how to set up the PF Key invocation. README also contains information on how to format a detailed search of the data bases. Just enter "QW README" from an ISPF command line.

Comparex Release 8.3.0

Comparex is a utility designed to compare two files and print a report showing the records that are different. It helps you check the accuracy of maintenance changes before implementation and it facilitates effective unit, system and regression testing for new development. This utility performs specific field comparisons, highlights the differences and generates a report that underscores those differences. You can perform data, text and directory compares.

Mainframe

What's new in Comparex 8.3.0?

New Oracle data base interface. Comparex is now able to perform direct comparison of Oracle database files, against each other as well as against other supported database files. Conversion to a flat file is not required before comparing databases. Comparex has direct interfaces for CA-IDMS/R as well.

Shared comparison profiles. Users can set up profiles that will record comparison parameters from one session to another. These profiles can now be shared between multiple users.

New date formats. Three new date formats (CYYMMDD, YYMM and YY) for date compares.

SOC7 protection. An attempt to compare a zoned or packed filed, no longer results in a S0C7 abend. Now the records are simply flagged as if they are unequal, and the job proceeds.

Copybook parsing utility. CPXPARSE has been enhanced to improve the ease of use and efficiency of the existing utility. You can now easily define the data for the comparison by automatically generating keywords and options directly from the copybook field definitions. In addition to accessing OS/390 Partitioned Data Sets, you can directly access CA-PANVALET copybooks when using the parsing utility.

For more information on Comparex, contact Tom Clement of Information Services Division at 444-2881, Outlook or email at tclement@state.mt.us.

DocumentDirect – Recalling Reports

So, you open DocumentDirect, open the Document Explorer, scan your list of reports and find the version you want to view. But then you notice that the report has a status of "Recall required". Now what? By now, most DocumentDirect users know that the "Recall required" status simply means that the report has been migrated from disk to tape. Only versions of reports which are on disk may be viewed. Does this mean that you cannot access this report? Not at all, you may select it just as you would any report and, like magic, a batch job is submitted which recalls the report back to disk. You receive the following message: "Recall request issued. Try again later."

Now the question becomes just how *much* later. The time required to recall a report is usually minimal. However, as you may expect, larger reports require more time to recall than do small ones. One point of frustration for users of DocumentDirect version 2.1 is that after the report has been recalled, the status is not refreshed until you close the Document Explorer and reopen it. Only then, can you verify the report has been successfully recalled. The new version (2.2) of DocumentDirect has a Refresh function which allows you to verify the status of a report without closing the Document Explorer.

Another factor affecting the length of time to recall a report is the total number of recalls (from all users) which are waiting to execute. Only one recall job may run at a time. Sometimes, a recall may seem to be taking just too long. So you reason that something went wrong and decide to click on the report again to issue another recall. (After all, if the elevator car doesn't show up promptly, why not push the button again?) Please refrain from doing this. Each time you click on a report which is in "Recall required" status, another recall job is submitted even if a recall for that report had previously been requested. This simply aggravates the problem because more recall jobs are queued in the system slowing down the process for every one.

If you find that you are continuously having to recall the same report(s), perhaps the retention parameters of the report should be changed. You may wish to contact the person who is responsible for producing the report and let them know of your concerns.

The new version of DocumentDirect may be installed from the Value Added Server (VAS). Instructions for the installation are also available on the VAS at **guest:rds\instal22.doc**. If you do not have access to the VAS, we can send you the installation instructions via email and make the software available on CD. For questions and assistance pertaining to recalling reports or to any aspect of report distribution including ViewDirect, DocumentDirect, or DocuAnalyzer, contact the Computing Operations Bureau: Jan Lewis at 444-2901, Outlook or email at jalewis@state.mt.us or Dave Smith at 444-2857, Outlook or email at dasmith@state.mt.us or Sylvia Slocum at 444-3336, Outlook or email at sslocum@state.mt.us .

Recall Required

June ITMC Meeting

The Information Technology Managers Council met on June 7, 2000. The group is currently looking at standardization of Ethernet cards and NetMeetings, the online meeting feature of Outlook. The group approved a July 1, 2000 sunset date using the IPX protocol across SummitNet.

Officers Elected

New officers for the Council were elected. Congratulations to Dan Forbes, Department of Public Health and Human Services, chair; Rocky Brown, Department of Environmental Quality, vice chair; Edwina Dale, Office of the Commissioner of Higher Education, executive board member; and Bob Morris of the Office of Public Instruction, executive board member.

Many thanks to outgoing chair Dave Nagel of the Department of Labor and Industry for his fine leadership the past year. Thanks also to Mike Boyer, Department of Revenue and Joel Oelfke, Public Service Commission, for their excellent contributions as executive board members.

Complete minutes of the meeting are available on the ISD web site at http://www.state.mt.us/isd/groups/ITMC. For more information on the activities of ITMC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook, or email at wwheeler@state.mt.us.

Excel Custom Menus

Excel's menu commands may suit the masses, but if the commands aren't where you want them, just move them.

First, choose Tools, Customize. Click the Toolbars tab and select Worksheet Menu Bar. At this point, you can select any menu and move it just by using the drag-and-drop method.

You can also move the menu's subheadings the same way. Just open the menu and move things around to suit you.

If you decide you don't like the changes you made, or you delete a menu and you can't figure out how to get it back, you don't have to reinstall Excel.

To return a menu bar or toolbar to its original settings, open the Customize dialog box by choosing Tools, Customize. Select the menu bar in question and click the Reset button. Doing so will return the menu bar to its original condition.

One word of warning: when you change the menus and toolbars a lot, you make it much more difficult to use Excel on another system, unless that copy of Excel is customized the same way as yours. Additionally, anyone who tries to use your copy of Excel may be a bit lost.

For more information concerning this article, contact Heidi Mann of End User Systems Support at 444-2791 Outlook or e-mail at hmann@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your Agency support staff or call the ISD Customer Support Center at 444-2000. Portions of this Microsoft Office Tip were made possible by the Office Update page from the Microsoft web page at http://officeupdate.microsoft.com.

Word 2000 – Document Revisions: Tracking Changes

The ability to track changes is one of the most important features of a word processor. Word 2000 offers great flexibility for tracking document revisions. To start tracking document changes, choose Tools, Track Changes, Highlight Changes. Select both the Track Changes While Editing and Highlight Changes On Screen options and click OK. Word 2000 will now keep track of any revisions you make to the document, marking revisions in red and using strikethrough to indicate deletions and underlining to indicate additions. If these revision marks don't suit your taste, you can change them. Choose Tools, Options and click the Track Changes tab. Here you can set how Word tracks changes as well as changes to formatting and lines. When you have the settings the way you want them, click OK. Using this feature, you can see exactly what you've changed and when (by rolling the cursor over the revised text), and you can refer to all your deleted text later.

By tracking document revisions, you can monitor who made changes and when without losing the deleted text.

Eventually, the time will come to review all the proposed changes and make a decision about whether they'll go into the final document. To review changes and accept or reject them individually, right-click on the highlighted revision and select either Accept Change or Reject Change. The revised passage will no longer be highlighted, and the change will become regular text. if you want to accept all revision changes at once you need to be sure all revisions are exactly where you want them without looking at each individually. To accept or reject all revision changes at once, right-click on any highlighted revision and select Accept Or Reject Changes. Click either the Accept All or Reject All button, and Word will ask you to verify your choice. Click Yes, and the changes will be implemented all at once.

While highlighted revisions are great for seeing how a document progresses, they can also make for difficult reading. You can turn off the revision highlights at any time to see the document how it stands in its most recent form. The revisions are still tracked, but Word 2000 does so invisibly. To turn off the revision highlights, choose Tools, Track Changes; deselect the Highlight Changes Onscreen option; and click OK. If you give a document for editing to several people at the same time. Word 2000 allows you to merge each of the edited copies back into the original so you can have all the changes in one place. To merge the originals with the edited versions, have the original open and choose Tools, Merge Documents. Browse through your files, select one of the edited copies, and click OK. Repeat the process until you've merged all

copies. Each set of edits will appear in the original document in a different color, so you can tell who made each change. You can then accept or reject the changes as you would normally.

These tips are adapted from **www.tipworld.com**.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. For other help with this application, please use the software's Help features, contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Word 2000 – Charts

Word 2000 allows you to insert and manipulate charts in your documents. Charts add zip to your document, illustrating graphically numerical data that would just slide by in common prose. The first thing you'll need to know is how to insert a chart into a document (you'll need to have some data handy, of course, but we'll deal with that later). Select Insert, Picture, Chart, and a small applet called Microsoft Graph opens. A sample datasheet and chart also appear. The datasheet contains the information that the chart represents graphically, but it remains invisible when you print your document.

To enter data in your chart using the datasheet, first determine what kind of data you want the chart to display. The default headings for your chart pertain to what seems to be some kind of vague financial data, with the vertical axis listing three different companies and the horizontal axis listing quarterly projections or earnings. However, you aren't stuck with these vague headings. Depending on what kind of chart you're creating, you can give the headings any label you wish. Simply click in any of the heading boxes and start typing. You can also add or delete rows and columns much in the same way you would for a Word table. By default, Word 2000 opens a simple chart that lists three kinds of data over four periods, but this is only one of an infinite number of possibilities for charts. The kind of data you're dealing with—and the way you want to present it—will dictate the formatting for your chart.

After you insert a chart by selecting Insert, Picture, Chart, you can then choose the kind of chart you want to use by right-clicking on the chart and selecting Chart Type. You'll see upwards of a dozen different kinds of charts in the left column, more than we ever knew existed. Click on any of the charts in the left column, and on the right you'll see a handy one-line description and several examples of what the chart looks like. The best thing to do when you're just starting is to experiment with different chart types to see which best expresses the kind of data you're dealing with. In addition to selecting the type of chart, you can tweak many of the display details of an individual chart by right-clicking the chart and selecting Chart Options. You can choose how gridlines are displayed, which axes will correspond to which pieces of data, and so on.

If you already have a bunch of data entered in a table in Word 2000 you do not need to enter it all over again to turn it into a chart. Translating your table into a chart is simple, and you don't have to repeat any data entry. First, select the table by choosing Table, Select, Table. Then, select Insert, Picture, Chart, and Word will automatically launch the Chart applet using your table's data as its foundation. You'll notice that Chart creates a datasheet that mimics the layout of your table. This means you can delete your now-redundant table, and both the datasheet (which is typically invisible when you look at the document) and the Chart itself remains.

These tips are adapted from **www.tipworld.com**.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. For other help with this application, please use the software's Help features, contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Word 2000 - Linking Documents

It is possible to link documents in Word 2000 so that when changes are made to a part of one document, they are automatically updated in another. Let's say you have a document that contains a list of names and telephone numbers. Any time a Word document references one of those names, you can link the text to that master document so that if a telephone number changes on the master document, all documents linked to the master list update automatically. Microsoft has a linking feature called Object Linking and Embedding, or OLE. One thing to remember when linking documents, however, is that you need to be extremely careful to keep your files in their original places so Word knows where to find the information. Once you start moving files around, Word will get confused and not know where to look.

For purposes of document linking, the original document is called the server and the document you want to copy information to is called the client. To link documents, go to the server document and

copy the text you'd like to link. Then, go the client document, position the insertion point where you want the text to appear, and choose Edit → Paste Special. Select the Paste Link radio button and Microsoft Word Document Object, and click OK. Word positions the text as an OLE link to be updated whenever the text on your server document changes.

Now let's say that you are in the client document and you realize that a particular telephone number has been changed but has not been updated in the server document. You can open the server document immediately by right clicking on the linked text and selecting Linked Document Object → Open Link. The server document opens and positions the insertion point at the place where the linked text occurs.

These tips are adapted from **www.tipworld.com**.

If you have any questions about this article please contact Theresa Hayter of End User Systems Support at 444-0751, Outlook or email at thayter@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agencies support staff, or call the ISD Customer Support Center at 444-2000.

Converting WordPerfect Macros to Microsoft Word, Visual Basic for Applications

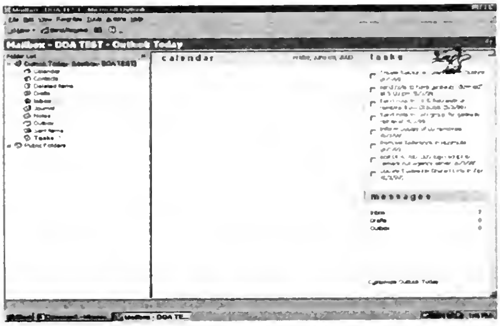
Converting Yes/No Messages

A common requirement in a WordPerfect macro is to display a message and ask for a Yes/No response. In WordPerfect for DOS, this is often accomplished with the **{CHAR}** command, followed by an **{IF}** test.

Example:

```
{CHAR}key~Do you want to continue (Y/N)?~
{IF}"{VARIABLE}key~"="y"~
        {;} Yes~
{ELSE}
        {;} No~
{END IF}
```

In WordPerfect for Windows, asking for a Yes/No response is often accomplished using the **MessageBox** command. This command displays a message box with **Yes** and **No** buttons. An **If** test



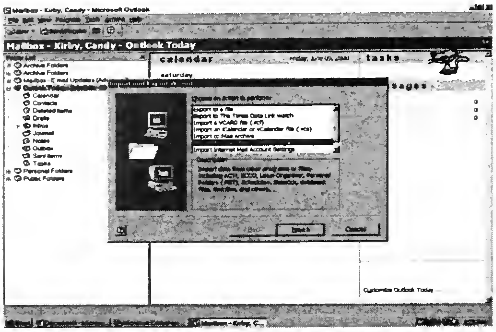
determines which button was clicked (the value "6" means the **Yes** button was clicked):

```
MessageBox (Ret; "Continue"; "Do you want to continue?")
If (Ret=6)
        // Yes
Else
        // No
EndIf
```

Use the **MsgBox** function to ask Yes/No questions in Visual Basic. Follow with an **If** test to determine which button – **Yes** or **No** – was clicked by the user. Remember that the **MsgBox** function can display other button sets, depending on the options used. The following example shows how to use the **MsgBox** function to display a message box with **Yes** and **No** buttons. Alternative options display the **OK** button only, **Yes/No/Cancel**, and other button variations.

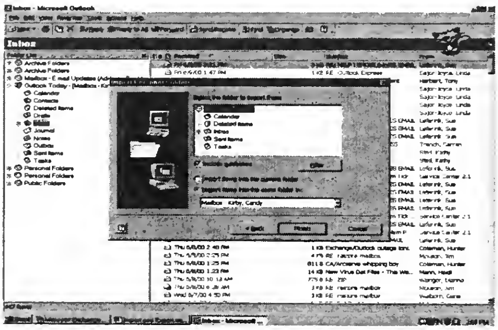
```
Ret = MsgBox (Prompt:="Do you want to continue?", Buttons:=vbYesNo)
If Ret = vbYes Then
        ' Yes
Else
        ' No
End If
```

If you have any questions about this article please contact Jerry Kozak of End User Systems Support at 444-2907, Outlook or email at jkozak@state.mt.us. If you have a problem with



this application, please use the software's Help features, contact your agencies support staff, or call the ISD Customer Support Center at 444-2000.

Outlook – Disappearing Messages



Occasionally the email group gets a call from someone who says all of their messages disappeared. Sometimes this happens when the user has switched to a new computer, or checks their mail using Outlook Web Access. It can also happen because of Personal Folders.

What are Personal Folders? You can set up Outlook to move all messages from the Exchange server to a file on your hard disk and store them there. There are several disadvantages to running Outlook with a personal folder, or PST file. If your hard drive or computer develops problems, you may lose all of the email in the PST file if it has not been backed up. If you switch to a new computer, or if you try to check your mail though Outlook Web Access, you won't see any messages since they have been moved to your computer's hard drive. Thus, we recommend that you leave messages on the Exchange servers.

It's easy to check to see if you are downloading messages to your hard drive. With Outlook running, go to the Tools menu and select Services. In the Services window, hit the Delivery tab. Under the "Deliver new mail to the following location:" section, you should see "Mailbox - <last name, first name>"

If you see anything different for the delivery location, then you are downloading messages to your hard drive. We suggest that you change the delivery location to your mailbox by selecting it from the drop-down menu associated with "Deliver new mail to the following location:" and then contact your LAN support staff to assist you with moving your older messages from your hard drive back to the Exchange server.

If you have any questions about this article, please contact Hunter Coleman of the End User Support Section at 444-2858, Outlook or email at hcoleman@state.mt.us. If you have any problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Outlook - Importing and Exporting Mailbox files

Have you changed jobs within your agency and received both a new ACF2 ID and Exchange mailbox? Are you wondering how to move your mail from your old mailbox to your new one? Most people contact their agency help desks or us to do this, but within Outlook/Exchange, it is fairly simple to do.

Exporting:

The first step is to have your Outlook open to your mailbox. It is easier to determine what you are looking at if you set your Views/Folder List and work from the directory listing. If you want to

export all the information residing in your mailbox on the Exchange server, you highlight the "Outlook Today" line at the top of your mailbox.

Choose File/Import and Export from the menu line to bring up the Import/Export Wizard. Choose "Export to a file" and click the "Next" button. Specify a "Personal File folder (.pst)" from the drop-down list and click the "Next" button. On the next screen, if you want to pull all the folders that you have created , put a checkmark in the box in front of "Include subfolders" and click the "Next" button. The next screen gives you a default directory path for where this .pst file will be saved. It would be a good idea to modify the name of the file to something that you will remember (we typically add the ACF2 ID of the mailbox we are pulling.....such as CX0039backup.pst). Underneath the directory path box, you can select how you want to deal with duplicate items that could be generated by the export/import process. We usually leave the "Replace duplicates with items exported" checked to avoid problems. You can then click on the Finish Button and another screen will pop up asking for you to check the directory path on your Personal Folders. Most people will still have this set to a default path. Click OK and the wizard starts saving mail to the .pst file that you have set up. You can watch it process folder by folder. You will now have a .pst file that you can import into a new mailbox.

Importing:

A new profile needs to be set up on your PC for the new ACF2 ID/mailbox. If you are unsure how to do this, contact your agency help desk or LAN Administrator.

Open the new mailbox in Outlook and choose the "Outlook Today" line. Choose File/Import and Export from the menu line to bring up the Import/Export Wizard.

Highlight "Import from another program or file" and click the "Next" button. Choose "Personal File Folder (.pst)" from the drop-down menu and click "Next". Check and modify the directory path for the backup file that you created in the export (acf2idbackup.pst). You do have some options to choose from here regarding duplicates, also. When completed, click "Next" and choose from the options on the next screen.

The defaults we usually choose are to include the subfolders and to import items into the same subfolders in the user's mailbox.

Click "Finish" and you are done! You'll see the folders being imported before your eyes!

If you have any questions about this article, please contact Candy Kirby of the End User Systems Support at 444-1542, Outlook or email at ckirby@state.mt.us. If you have any problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Windows 95/98 - Changing Your Default Printer

Is your system set up to print to multiple printers – for example, a couple of network printers? If you find that you print on one more than on the others (even though Windows 95/98 defaults to a different printer), make your favorite the default. That way, you won't have to change your print settings every time you print.

Select Start, Settings, Printers and you'll see an icon for each of the printers you're connected to. Right-click the printer you use most and select Set As Default. From now on, whenever you use the Print command, the job will go directly to that printer.

You will need to select your default printer before opening an application, and/or you will need to exit and restart most applications before the new default printer is current for that application.

This article was in part from Software School, Inc. If you need help or have any questions on this article please contact Carl Haller of End User System Support at 444-2072, Outlook, or e-mail at challer@state.mt.us. For questions about your operating system please contact your agency support staff, operating systems Help Feature, or the ISD Customer Support Center at 444-2000.

Media Based Training (MBT)

MBT courses are a great alternative to instructor led training. They are self-paced courses that are run from your office PC.

ISD now offers these NT 4.x courses:

1.04.02 Windows NT 4.x Administration

Windows NT 4.x Administration is divided into 12 main sections:

- Understanding Windows NT
- Understanding Domain Controllers
- Administering User Accounts
- Administering Group Accounts
- Administering Accounts
- Sharing Folders
- NTFS Permissions
- Administering Printers, Part 1
- Administering Printers, Part 2
- Administering Event Viewer
- Administering Network Resources
- Administering Backups

1.04.04 Windows NT 4.x Enterprise Technologies: Planning & Implementation

Learn basic Windows NT Enterprise concepts, advantages of using Directory Services, pass-through authentication and how to centrally administer trusted domains. See key reasons for partitioning directory databases, synchronization of directory databases, and how to determine the optimal number and location of domain controllers. Learn to implement effective directory database synchronization, the guidelines for implementing trust relationships within the Enterprise environment, and distinguishing trusting and trusted domains. See the roles of global and local group accounts in regard to trust relationships, configuring one-way trusts, using resources in a trusting domain, and using global and local groups to perform administration across a trust relationship. Understand the use of built-in groups to manage trusts, and learn the three phases of the NetLogon Service. Examine the single domain structure, followed by the Single Master Domain Model and how to use local and global groups for efficient domain management. Study Multiple Master Domain Model and group management strategies. See the Complete Trust Model, guidelines for building an efficient network communication, including directory services database size, the number of domain controllers, and implementing effective synchronization.

1.04.08 Implementation & Support of Microsoft Internet Information Server 4.0

See planning and implementation strategies for Microsoft Internet Information Server 4.0. Discuss various strategies from security to implementing and choosing the appropriate technology to resolve specific problems.

Discuss various installation and configuration issues. Start from installation of IIS, and go in-depth about configuring the various services and servers. Divided into sub-sections.

Understand the various issues that need to be considered when applying permissions to directories. See the effective way to manage a web site. See details on connecting to databases (ODBC) and Index Server. Cover topics like installing and running Index Servers, the indexing process and queries. Learn to configure IIS to integrate with Index Server and understand the ODBC concepts.

Explore a study of Common Gateway Interface (CGI), Internet Server Application Program Interface (ISAPI) and Active Server Pages (ASP). Learn how to configure IIS to support server-side scripting, run CGI and ISAPI applications and also how to support ASP.

Explore the IIS monitoring and optimization process from maintaining a log for fine-tuning to monitoring, analyzing and optimizing performance.

See solutions for some common problems encountered while using Microsoft Internet Information Server. Troubleshooting includes topics and tips on resolving IIS configuration problems, security problems, resource access problems, Index Server query problems, setup issues, using WebMaps to find and repair links, WWW and FTP Service problems.

1.04.09 Implementation & Support of Microsoft Proxy Server 2.0

See various planning and implementation strategies for Microsoft Proxy Server 2.0. Learn how to plan an Intranet or Internet site for different environments, choose a secure access strategy for various situations, choose a strategy to balance Internet access across multiple Proxy Server computers and choose a fault tolerance strategy.

See various installation and configuration issues. Learn how to install Microsoft Proxy Server and configure the various services, user authentication, arrays and packet filtering.

Cover the various issues that need to be considered when setting up and configuring permissions for users. Learn about the Web Proxy service cache and enabling reverse proxying and reverse hosting. Learn to backup and restore Proxy Server configuration.

Explore various Proxy Server client configuration issues. Learn how to configure Proxy Server clients to use Microsoft Internet Explorer and Netscape Communicator as Web Proxy client applications. Learn to configure Web browsers to use automatic and customized client configuration scripts.

Explore various monitoring and optimizing tools. Learn how to maintain a log, monitor performance, analyze performance issues and optimize performance of Proxy Server. Learn how to analyze Internet traffic and monitor current sessions on Proxy Server.

See solutions for problems while using Microsoft Proxy Server 2.0. Learn to resolve Proxy Server installation and client access problems, resolve security problems and resolve cache related problems. Learn to troubleshoot some hardware related problems.

To find out what courses are available go to **http://www.state.mt.us/isd/current/training/mbt.htm** on the web.

To check out a course, contact Shawndelle Semans at 444-3820, Outlook or e-mail at ssemans@state.mt.us. If you have questions about the courses after viewing the web site, contact Trapper Badovinac of the Policy, Development and Customer Relations Bureau at 444-4917, Outlook or e-mail at tbadovinac@state.mt.us.

Dial-up Data Network Access Training for End Users

While traveling on State business do you need access to the Mainframe, E-mail, or files stored on your network server? Do you have a need to access these same resources from your Home? If you answered yes to either of these questions and would like to learn more, then sign up for this training session. Learn what you can do with your home or Laptop PC and a modem.

This is a one-hour seminar that covers the following:

- Dial-up Configuration
- Services Available
- Dial up Networking Terminology
- Future of Remote Network Access

Date:	**Wednesday, August 9, 2000**
Time:	**9:00–10:00 am**
Location:	**Rm. 160, Mitchell Bldg.**

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.

Computer Security Training for State Employees

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

This training is held the third Thursday of each month from 8:30-10:30am in room 13 of the Mitchell Building.

Date: **Thursday, July 20, 2000**

Time: **8:30–10:30 am**

Location: **Rm. 13, Mitchell Bldg.**

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.

Training Calendar

Non Credit Workshops

Schedule assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 406-444-6821. All classes are held at the Ray Bjork Campus, 1600 8th Avenue, Helena.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, **you must send or deadhead a State Training Enrollment Application** to:

State Training Center, HCT

Helena, MT 59601

If you have questions about the course descriptions or enrollment, please visit our web site at **www.hct.umontana.edu**, call 444-6821 or email to 'Helena College of UM' or blunceford@state.mt.us

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. *HCT is also willing to schedule specific classes by request for state agencies.*

State Training Calendar

	Prerequisites	Dates	Cost	Hours
Data Base Classes				
Crystal Reports Introduction ***NEW***		Aug 14-15	300.00	15
Crystal Reports Introduction/ Advanced Combination ***NEW***		Aug 16-18	450.00	22.5
Discoverer 3.0	Windows 95/98	TBA	100.00	7
SQL/PL-SQL	Intro to Oracle	Aug 8-10	300.00	21
Oracle Developer 2000	Intro to Oracle & SQL/PL-SQL	Aug 14-17	**400.00	28
Oracle Designer	Oracle Dev; SQL/PL-SQL recom	July 10-21 am	**500.00 + book	35
Access 2000	Windows 95/98	Sept 11-12	200.00	14
Visual Basic for Access 2000	Access 97/2000	TBA	200.00	14
Data Network/Mainframe Classes				
NetWare 5		TBA	544.95 inc. book	35
Microcomputer Classes				
Visual Basic 6.0 ***NEW***	Windows 95/98	Sept 18-29 am	554.40 inc. book	35
Windows 98	N/A	TBA	100.00	7
Windows Professional 2000		Sept 6-8		22.5
Outlook 2000	Windows 95/98	Jul 13 am Aug 3 am Sept 13 am	FREE	3
Adv. Outlook 2000	Outlook 98/2000	TBA	43.00	3
Intro to Word 2000	Windows 95/98	Jul 11 Aug 1 Sept 5	100.00	7
Intermediate Word 2000	Intro to Word 97/2000	Jul 18 Aug 29 Sept 26	100.00	7
Macros for Word 2000 (VBA)	Interm Word 97/2000	TBA	200.00	14
Creating Forms in Word 2000	Interm Word 97/2000	Aug 31 am	50.00	3.5
Intro to Excel 2000	Windows 95/98	Jul 12 Aug 2 Sept 5	100.00	7
Intermediate Excel 2000	Intro to Excel 97/2000	Jul 19 Aug 30 Sept 19	100.00	7
Advanced Excel 2000	Interm. Excel 97/2000	Sept 1am Sept 28 am	50.00	3.5
Graphing in Excel 2000	Interm. Excel 97/2000	TBA	50.00	3.5
Internet	Windows 95/98	Sept 29 am	50.00	3.5
Building Web Pages (FrontPage 2000)	Internet	Jul 25-26 Sept 7-8	200.00	14
PowerPoint 2000	Windows 95/98	Jul 13-14 Sept 21-22	200.00	14
Microsoft Project 98	Windows 95/98	Sept 14-15	200.00	14

SABHRS (MTPRRIME) Classes

	Dates	Cost	Hours
PS Query/Crystal Reports	Aug 31-Sept 1	200.00	14
Document Direct Plus! (version 2.2) ***NEW***	Jul 25 pm Aug 29 pm Sept 25 am	50.00	3.5
End-User Tools for SABHRS Reports For Accounting & Payroll Technicians (PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)	Jul 12 am Sept 12 pm	50.00	3.5
End-User Tools for SABHRS Reports For Managers & Budget/Accounting Analysts (PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)	Jul 11 am Aug 1 am Sept 12 am	50.00	3.5

More SABHRS Classes for MANAGERS

	Dates	Cost	Hours
SABHRS Overview for Managers & Fiscal Officers	Jul 18 am Jul 25 am Aug 29 am Sept 26 am	50.00	3.5
SABHRS: Accessing Fiscal Information	Jul 19 am Jul 26 am Aug 30 Sept 28 am	50.00	3.5
Financial Modules			
GL1: Basic Journal Entries	Jul 13 Aug 3 Sept 5 Sept 14	100.00	7
GL3: General Ledger Budget Management	Jul 27 Aug 31	100.00	7
Accounts Payable	TBA	100.00	7
Accounts Receivable	Aug 2 Sept 20	100.00	7
Asset Management	TBA	100.00	7
Purchasing	Jul 20 Sept 22	100.00	7
Human Resource Modules			
Time & Labor	Sept 7	100.00	7
Managing Position & Employee Data	Sept 15	100.00	7
Training Administration	Sept 29 am	50.00	3.5
Applicant Hiring Process	Sept 29 pm	29.00	2

Prerequisites may be met with consent of Instructor.

*High Estimate - Cost may vary depending on travel expenses & # of students

**The Outlook 98, Oracle Designer and Oracle Developer class fees are recovered through the monthly data network rate and paid for by ISD.

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request ______________________________

Date Offered ______________________________

Student Data

Name ______________________________

Soc. Sec. Number (for P/P/P) ______________________________

Agency & Division ______________________________

Mailing Address ______________________________

Phone ______________________________

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

____

____

Billing Information/Authorization Mandatory

LogonID _ _ _ _ _ _ Agency# _ _ _ _ Authorized Signature ______________________________

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager ______________________________

Training is needed for

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity (Agency will be billed for training.)
- ☐ Agency contractor (Agency will be billed for training.)

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to

State Training Center, Helena College of Technology of the U of M
Phone 444-6800 FAX 444-6892

Editor's Notes

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- ISD Box #, Deadhead or Mail
- **www.state.mt.us/isd/current/news/index.htm**
- ISD's Value Added Server**/guest/N&V**

To Submit an Article

Send the article to Trapper Badovinac, via e-mail. The deadline for inclusion in the following month's newsletter is the 1st Friday of the previous month.

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Contacts & Editor

Editor: Trapper Badovinac (444-4917),
Outlook or e-mail at tbadovinac@state.mt.us

Layout: Marlana Heggeset (444-3170)

Subscription: Lois Lebahn (444-2073),
Outlook or e-mail at llebahn@state.mt.us

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6127

Department of Administration
Information Services Division
Mitchell Building, Room 229
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Helena, MT 59620-0113